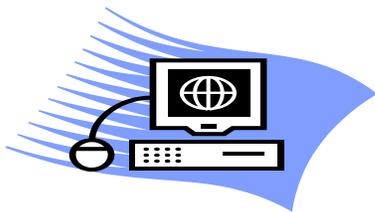


Getting Familiar With the Xerox EPPIC EBT System: Copy and Paste

You might have noticed that when you use your mouse to copy a RID in ICES and then right click to paste the RID onto the EPPIC screen, nothing happens. In EPPIC, you will need to use keyboard shortcuts to help perform these actions. Here are a few basic ones:

- **Copy: CTRL+C**
- **Paste: CTRL+V**
- **Cut: CTRL+X**
- **Undo: CTRL+Z**

You can right click with your mouse to copy from ICES, then use CTRL+V to paste into EPPIC. Find a way that works best for you!



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Addressing Address Issues



When a cardholder orders a replacement card on the Xerox EBT Customer Service Line, they are asked for their address. If the address given by the cardholder does not match the address in the EBT system, they are not able to order the card, and are referred back to DFR to resolve the address issue. The address in the EBT system is the address the card is mailed to, and should match the address in ICES. Here are two of the most common reasons a cardholder's address in EBT does not match the ICES address:

- **The client has multiple addresses in ICES:**

There is an address hierarchy in ICES, which determines which address to send to the EBT system. Addresses are sent to EBT in this order:

1. Institutional Address on AEIII
2. Alternate Address on AEFAM
3. Household Mailing Address on AEICI
4. Household Address on AEICI

Most look at AEICI for the client address. If the address in EPPIC doesn't match ICES, check all the ICES address screens.

- **The address has been changed in ICES, but the new address isn't showing in the EBT system:**

ICES changes have to be processed in the overnight batch files to update the EBT system. The new address should show up in the EBT system the next day. ***Please remind clients of this when they update an address***

Authorized Representatives and Protective Payees

You can tell if an Auth Rep (AR) or Protective Payee (PP) have access to the SNAP or TANF account by going to the Client Case Management screen. In the "Clients" section of this screen, look under "Program". If no program is shown, that person does not have access to an account. The example below shows a client (Primary Person) on SNAP and the AR with no account access.

Client Case Management

Accounts						
RID(Case Nbr)	Program	Status	Last Access	Total Bal	Avail Bal	
[REDACTED]	SNAP	ACTIVE	10/14/2015	\$0.38	\$0.38	DETAILS
[REDACTED]	CASH	ACTIVE		\$0.00	\$0.00	DETAILS

Total Balance			
SNAP Balance	\$0.38	Cash Assistance Balance	\$0.00
SNAP Available	\$0.38	Cash Assistance Available	\$0.00

Clients					
Type	Name	Card Number	Program		
PRIMARY PERSON	[REDACTED]	507704-[REDACTED]	SNAP	DETAILS	CARD
AUTHORIZED REPRESENTATIVE	[REDACTED]	507704-[REDACTED]		DETAILS	CARD

The account access on EPPIC should match the EBT access indicated on ICES screen AEARP. In this case, EBT is marked "no", so this person no longer can act as the AR for this client. The EBT card they received when they were the AR will no longer work to access benefits in the client's account.

```

AEARP                AUTHORIZED REPRESENTATIVE                10/16/15 10:42
COUNTY: 22         CASE:                WORKER:                A ALBIN
LAST ACTIVITY DATE: 03/10/14         STATUS: OPEN

DC TYPE    FIRST    MI    LAST    TELEPHONE:
  AR
ADDRESS:
CITY:                STATE: IN ZIP: 47150
DOB:                SSN:                MOTHER'S MAIDEN NAME:

-----
CAT/SEQ  -----PAYEE-----  APP DATE  APPLY?  ONGOING/REDET?  EBT?
FS 01    01 A                04/24/14    Y        Y                N
MA 7 01    06 A                04/24/14    Y        Y                -
MASP 01   01 A                02/13/15    -        -                -
    
```

When you receive a call about an AR or PP issue, make sure the ICES screen is completed correctly. Remember, any changes to information in ICES must run in the overnight batch before they show up in the EBT system.

Please note that if an AR or PP is removed, their card is deactivated once this change is authorized. If the AR or PP is added back on in the same case, their previous card remains deactivated and they will receive a new card once the case is authorized and the file is sent overnight to the EBT system.

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Addressing Address Issues, cont.

If you have an address issue and none of the above situations apply, contact the EBT Program at Central Office. We can manually change a **verified** address in the EBT system, when that request comes from Local Office staff. The best way to reach us is to email the EBT Help Desk at ebt.centraloffice@fssa.in.gov

EBT is on The Hub! Find us on the DFR page, under "Program Information".



Common EBT Acronyms:

EBT- Electronic Benefit Transfer

EPPIC- Electronic Payment Processing and Information Control (Xerox's EBT transaction processing system)

PAN- Primary Account Number (this is the EBT card number)

PIN- Personal Identification Number

Hoosier Works EBT cards never expire. An EBT card remains in Active Status until a replacement card is ordered.

Meet the EBT Program Staff

Malika Roberson- EBT Program Administrative Assistant

Malika has been with EBT since June 2012. Malika loves being part of the EBT team and enjoys doing her share to provide good customer service to staff and clients, and strives to succeed in resolving EBT issues. You can contact Malika at malika.roberson@fssa.in.gov or at 317-234-8197.

Angela Albin- EBT Program Manager

Angela began working with EBT in June 2014, and has been with FSSA for several years. Angela has previously worked at Marion County and Bartholomew County DFR, Bureau of Program Integrity, Bureau of Child Care, and SNAP Policy. Angela enjoys helping others, learning new things, and finding solutions to the challenging EBT situations that come her way. You can contact Angela at angela.albin@fssa.in.gov or at 317-232-7645.

SNAP and TANF accounts no longer go dormant, so accounts never have to be reactivated.

Got EBT Questions? The best way to get help is by emailing the EBT Help Desk at ebt.centraloffice@fssa.in.gov. The Help Desk mailbox is monitored every business day, from 7:30am- 4:00pm.



Decoding Card Statuses

Client Card Management

Card Information					
Card Number	Type	PIN	Status	Issue Date/Time	
507704 [REDACTED]	MAIL	Y	ACTIVE	02/13/2009 00:00:00	

PIN Information				
Bad PIN Count	Last Bad PIN Date	Reset Count	Reset Date	
0		0		

The EBT card status is found on the Client Card Management screen. Cards can have the following statuses:

ISSUED	The first status of a card. The card is in this status until it's picked up to mail. If it's a replacement card, it becomes "Active" after it's picked up to mail. If it's a client who is new to the system, (not a replacement card) it will show as "Mail PAN" after being picked up to mail.
MAIL PAN	Initial card (not a replacement card) is being mailed to the address on file.
ACTIVE	The card has been PIN'd or activated. Replacement cards are always "Active", as the current PIN transfers to all subsequent cards.
LOST	The card has been reported as lost. A card will remain in this status until a new card is issued. The old card status is changed to "Replaced by State" once a new card is issued.
STOLEN	The card has been reported as stolen. A card will remain in this status until a new card is issued. The old card status is changed to "Replaced by State" once a new card is issued.
DAMAGED	The card has been reported as damaged. A card will remain in this status until a new card is issued. The old card status is changed to "Replaced by State" once a new card is issued.
RETURNED	This card was returned to the address on the back of the card. The card remains in this status, and a new card can be issued.
UNDELIVERABLE	This card is processed as "Undeliverable" due to a bad mailing address. The card remains in this status, and a new card can be issued.
REPLACED BY STATE	A replacement has been requested. The card remains in this status, and a new card can be issued.



Set up reminders to log into the EPPIC EBT system at least once every 60 days to avoid being locked out. Users who do not log in within 90 days will have their accounts disabled. After 180 days of not logging in, the user ID is deleted off the system. To re-instate a deleted user, a NEW user account must be created.